



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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June 8, 2009

To: Each Supervisor

From: Richard Sanchez  
Acting Chief Information Officer

A handwritten signature in black ink, appearing to read "Rich Sanchez", is written over the printed name and title.

Subject: **NOTICE OF INTENT TO ISSUE AN INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NO. 7E-2247 FOR THE REQUIREMENTS ANALYSIS AND IMPLEMENTATION PLANNING FOR AN INTEGRATED PROPERTY TAX SYSTEM (eTAX)**

This is to inform your Board of my intent to request the Internal Services Department (ISD) to issue an Information Technology Support Services Master Agreement (ITSSMA) Work Order No. 7E-2247 (Work Order) for consultant services to perform Requirements Analysis and Implementation Planning for an integrated Property Tax System (eTAX).

### **BACKGROUND**

The Auditor-Controller, Assessor, Treasurer and Tax Collector, Internal Services Department, Chief Information Office and the Assessment Appeals Board of the Executive Office Board of Supervisors have identified a need to replace disparate legacy property tax administration systems with an integrated tax system for Los Angeles County. An eTAX Work Group conducted two site visits to the County of Orange to investigate their efforts to develop an integrated tax system and in January 2008, obtained the Orange County Auditor-Controller's permission to use their documented requirements as the baseline for Los Angeles County.

A project charter was approved by the eTAX Executive Steering Committee in September 2008. On May 19, 2009, your Board approved a \$1.5 million Information Technology Fund (ITF) grant to fund the first phase of the eTAX Project.

## **SCOPE OF WORK**

The ITSSMA Work Order is to obtain consulting services to conduct a requirements analysis, develop an implementation plan and draft a Request for Proposal (RFP) to solicit proposals for software and implementation of an integrated property tax solution. The scope of the requirements analysis encompasses the tax administration processes for the Auditor-Controller (A-C), Treasurer and Tax Collector (TTC), and the Board of Appeals. eTAX will utilize the property tax rolls to compute and generate property tax bills but will not include automating the business processes of the Office of the Assessor.

The Implementation Plan deliverable will include an estimate of the total cost to implement eTAX, as well as a phased implementation approach. The Implementation Plan shall prioritize the implementation of Unsecured Property Tax administration functions and replacement of Unsecured Property Tax legacy systems.

## **JUSTIFICATION**

The County's legacy property tax systems include the Secured and Unsecured Tax Rolls, Secured and Unsecured Delinquencies, Automated Refunds, Supplemental Tax Rolls and the corresponding Apportionment and Distribution Systems developed between the 1960s and 1990s. These disparate property tax systems perform the assessment, billing, collection and distribution activities for property taxes in excess of \$13.5 billion in property tax revenues annually and no longer adequately accommodate the needs of these property tax departments. Additionally, the limitations of these ineffective systems require many unnecessary manual, staff-intensive fixes, and temporary procedures that create inefficient business processes. Many file interfaces have also been developed to transfer data between these systems that were built independently over three decades.

The property tax departments' long-range goal is to replace these legacy systems with a single integrated property tax system that incorporates all tax rolls within a common database to provide:

- Faster and more reliable access to property tax data;
- Improved information integrity and timeliness for updating information;
- Improved and streamlined work processes across the tax administration departments; and
- Enhanced information management and service delivery by leveraging contemporary technologies.

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### **FISCAL IMPACT**

The \$1.5 million funding for the Work Order was approved by your Board on May 19, 2009.

### **NOTIFICATION TIMELINE**

Consistent with ITSSMA policies and procedures, your Board has two (2) weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two (2) weeks, we will instruct ISD to proceed with this Work Order.

If you have any questions or need additional information, please call me at (213) 253-5600 or your staff may contact Peter Loo, Sr. Associate CIO, at (213) 253-5627 or [PLoo@cio.lacounty.gov](mailto:PLoo@cio.lacounty.gov).

RS: PKL:sjc

c: Chief Executive Officer  
IT Board Deputies  
Acting County Counsel  
Executive Officer, Board of Supervisors  
Director, Internal Services Department  
e-TAX Executive Steering Committee

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